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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appl. No. : 09/578,723

Examiner: W.J. Deane, Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

REPLY UNDER 37 C.F.R. §1.116

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Sir :

In response to the Official Action of June 4, 2004, in which a three-month shortened statutory period for response was set to expire on September 7, 2004, (September being a Saturday and September 6 being a Federal holiday) applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the following amendments and remarks.

Amendments to the claims begin on page 2 of this Reply.

Remarks begin on page 6 of this Reply.

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